

SOFT SKILLS

Hard skills open the door. Soft skills determine who stays.

Soft skills encompass social and personal competencies – in contrast to hard skills, which refer to technical and methodological abilities. They form the core of our personality and become visible in behaviour, not in diplomas. Many people take their own behaviour for granted – only in comparison with others does it become clear what makes us distinctive. Those who want to recognise and use their soft skills need to become aware of the diversity of human behaviour.

In applications, hard skills often dominate – wrongly so. Particularly in more demanding roles, soft skills make the difference: empathy, teamwork, negotiation skills, or leadership ability. A manager who recognises tensions within a team early can prevent turnover. A leader with diplomatic skill can initiate strategic partnerships. Those who rely on hard skills alone underestimate what truly matters.

Hard skills are the entry ticket. Soft skills determine success – and how far someone will go.

Articles on soft skills (all articles)

- Why strengths are poor career signposts
- Introverted is not a dirty word